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November 9, 2004

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

SUBJECT: **WORKFORCE DEVELOPMENT PROGRAM – FY 2004-05, FIRST QUARTER REPORT**

At its May 22, 2001 meeting, the Board directed the Department to prepare quarterly reports on the Workforce Development Program ("WDP"). The attached report covers the first quarter of Fiscal Year 2004-05; July 1, 2004 through September 30, 2004. Some of the training highlights include:

- Ten Licensed Vocational Nurses completed their LVN-to-RN Registered Nurse training at the East Los Angeles Community College in July 2004. The graduating students are now being prepared to pass the State exam for RN licensure.
- Thirty-three employees continued attending their Registered Nurse training at El Camino Community College.
- Five employees continued attending their Licensed Vocational Nurse training at St. Francis Career College. The training is scheduled to conclude in October 2004.
- A combined total of twenty-eight employees continued with their training to become Licensed Vocational Nurses. The training is being conducted at LAC+USC's Medical Center's School of Nursing and Allied Health and at the Olive View/UCLA Medical Center. The students are taught by instructors from the Los Angeles Unified School District (LAUSD).
- Seventeen graduating nursing students completed a 10-week, 150-hours specialized course designed to prepare them to pass the State exam for RN licensure.

- A combined total of seventy-nine nurses completed specialized nursing skills enhancement training programs in areas such as EKG interpretation and physical assessments for newborn, pediatric, and adult patients.
- A combined total of sixty-nine employees completed pre-requisite courses that are required for admission to the nursing programs of the local Community Colleges. The training included courses in Algebra, Microbiology, Chemistry, and Anatomy.
- Sixty-three employees completed a 2-day workshop on the topic of "Influencing through Communications".
- Sixty-one employees at King/Drew, LAC+USC, and Olive View/UCLA Medical Centers and Rancho Los Amigos National Rehabilitation Center completed their basic computer training.

Additional information is provided in the attached report. Please let me know if you have any questions or concerns. Diane Factor, the Director of WDP, is available to your staff for questions. She may be reached at (213) 639-2221.

TLG:DF:ad
d/firstquarterreport.mem

Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors



LA HEALTH CARE WORKFORCE DEVELOPMENT PROGRAM

First Quarter Report

FY 2004-05

*** An Educational Partnership of the County Department of Health Services and
Service Employees International Union, Local 660**

WORKFORCE DEVELOPMENT PROGRAM

WORKFORCE DEVELOPMENT PROGRAM

**An Educational Partnership of the County's Department of Health Services and
SEIU Local 660**

Quarterly Report Fiscal Year 2004-05 – First Quarter

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EXECUTIVE SUMMARY

This report summarizes the training and educational activities of the Workforce Development Program ("WDP") for the reporting period July 1, 2004 through September 30, 2004.

Major highlights for the First Quarter include:

- Ten Licensed Vocational Nurses completed their LVN-to-RN Registered Nurse training at the East Los Angeles Community College in July 2004. The graduating students are now being prepared to pass the State exam for RN licensure.
- Thirty-three employees continued attending their Registered Nurse training at El Camino Community College.
- Five employees continued attending their Licensed Vocational Nurse training at St. Francis Career College. The training is scheduled to conclude in October 2004.
- A combined total of twenty-eight employees continue with their training to become Licensed Vocational Nurses at LAC+USC Medical Center's School of Nursing and at Olive View/UCLA Medical Center. The classes are taught by instructors from the Los Angeles Unified School District (LAUSD).
- Seventeen graduating nursing students completed a 10-week, 150-hours NCLEX-RN review course to prepare them to pass the State exam to obtain their RN license.
- A combined total of seventy-nine nurses completed specialized nursing skills enhancement training programs in areas such as EKG interpretation and physical assessments for newborn, pediatric, and adult patients.
- A combined total of sixty-nine employees completed pre-requisite courses for entering a nursing program at local Community Colleges. The training included courses in Algebra, Microbiology, Chemistry, and Anatomy.
- Sixty-one employees at King/Drew, LAC+USC, and Olive View/UCLA Medical Centers and Rancho Los Amigos National Rehabilitation Center completed their basic computer training in the first quarter of FY 04-05.
- Sixty-three employees completed a 2-day workshop on the topic of "Influencing through Communications".

- Five laid-off DHS workers completed their Medical Records Coder training program provided by Code-Link, Inc. The students were also tutored to prepare them to challenge the State's Medical Record Coder exam in September 2004.
- One hundred thirty-six employees completed a Basic Spanish course designed specifically for health care providers.

The attached report provides additional details on training and educational activities.

WORKFORCE DEVELOPMENT PROGRAM

**An Educational Partnership of the Los Angeles County Department of Health Services and
Service Employees International Union Local 660**

FY 2004/05 First Quarter Report (July 1, 2004 through September 30, 2004)

Training Goal	Area of Training	Purpose	Status	Number Trained/In-Training During Reporting Period
1	Communications	To provide portable skills for employees to provide better quality service	The 2-day workshops on "Influencing through Communications" continued during the 1 st Quarter of Fiscal Year 2004-05.	Sixty-three DHS employees completed the 2-day communications workshop. (To date, 2033 employees have completed the training on "Communications").
3	Medical Records Coders	To support the Waiver goal of compliance with Health Insurance Portability and Accountability Act.	A contract was established with Code-Link, Inc. to train laid-off DHS employees on medical record coding. A 20-week Medical Records Coder training program was initiated on September 20, 2003, with classes held on Saturdays. The training was intended to prepare the students to challenge the Certified Coding Specialist exam.	Five laid-off DHS workers completed their Medical Records Coder training program, were tutored to prepare them for the exam, and took the exam in September 2004. The students will be receiving their results in December 2004.
2	Basic Spanish	To provide employees with basic Spanish language tools and techniques that can be practically used in the work areas.	Employees continued attending interactive basic Spanish classes at various Department of Health Services medical centers and health and public health centers. The classes are held over 12-week periods.	One hundred thirty-six DHS employees completed Basic Spanish for health care providers class during the 1 st Quarter of FY 04-05. (To date, 368 employees have completed the training).

WORKFORCE DEVELOPMENT PROGRAM

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FY 2004/05 First Quarter Report (July 1, 2004 through September 30, 2004)

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
2	Specialty Nursing and Nursing Education	To implement training programs to address critical shortages in nursing services.	<p>An LVN-to-RN training program was instituted at the East Los Angeles Community College to provide an expedited avenue for interested and qualified licensed vocational nurses in DHS to become registered nurses.</p> <p>An LVN training program for DHS employees has been ongoing at the St. Francis Career College.</p> <p>A generic registered nurse training program for DHS employees was instituted at the El Camino Community College</p> <p>Licensed Vocational Nurse training programs were initiated at LAC+USC's School of Nursing and at Olive View/UCLA Medical Center. Classes are taught by instructors from LAUSD and are scheduled from March 2004 through September 2005.</p> <p>A special review course was established to assist graduating registered nursing students to pass the State test for RN licensure</p>	<p>The ten LVNs completed their RN training in July 2004 and are now being prepared to pass the State exam to obtain their RN license.</p> <p>The five students continued their LVN training at St. Francis Career College and are scheduled to complete their training in October 2004.</p> <p>Thirty-three students continue their registered nurse training at El Camino Community College. The 18-month program started in October 2003 and is scheduled to conclude in May 2005.</p> <p>A total of twenty-eight employees remain in DHS' LVN programs (fifteen employees at LAC+USC's School of Nursing and thirteen employees at the Olive View/UCLA Medical Center).</p> <p>Seventeen employees completed a 10-week, 150-hours NCLEX-RN review course to prepare graduating nursing students to pass the State exam to obtain their RN license.</p>

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FY 2004/05 First Quarter Report (July 1, 2004 through September 30, 2004)

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
.2	Training support for nursing	To improve the educational skills and preparation of employees interested in a nursing career.	Established contracts with local community colleges to provide training in pre-requisite courses for employees interested in nursing careers.	Sixty-nine employees completed WDP-sponsored courses that are required by the colleges' nursing programs (14 in Algebra and 20 in Microbiology at ELAC; 15 in Chemistry at Cerritos; and 20 in Anatomy at El Camino).
.2	Support Skills for Nursing	To provide specialized nursing training to enhance the ability of nurses to provide quality care to a diverse patient population.	Programs in EKG interpretation, physical assessment for newborn, pediatric, and adult patients were conducted at various DHS facilities.	<p>A) Forty-two nurses who provide care to adult patients completed a 3-day Adult Physical Assessment course at the King/Drew Medical Center.</p> <p>B) Twenty-six nurses attended a 3-day workshop on Basic Dysrhythmia (EKG). This course is designed for nurses who care for monitored patients.</p> <p>C) Eleven nurses who work in clinical settings caring for newborn and neonatal patients attended a two-day Newborn Physical Assessment course.</p>

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Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3	Basic Computers	Educate beginning computer users to learn how to use and operate a computer.	In the 1 st Quarter of Fiscal Year 2004-05 Department of Health Services employees continued taking basic computer training to enhance their ability to more efficiently use computers in the work environment.	Sixty-one employees at King/Drew, LAC+USC, and Olive View/UCLA Medical Centers and Rancho Los Amigos National Rehabilitation Center completed their basic computer training in the 1 st Quarter of FY 04-05. (To date, 197 DHS employees have completed this training).